

METHOD AND APPARATUS FOR A INTERACTIVE VOICE RESPONSE SYSTEM

ABSTRACT

There is disclosed an interactive voice response system for prompting a user with feedback during speech recognition. A user who speaks too slowly or too quickly may speak even more slowly or quickly in response to an error in speech recognition. The present system aims to give the user specific feedback on the speed of speaking. The method can include: acquiring an utterance from a user; recognising a string of words from the utterance; acquiring for each word the ratio of actual duration of delivery to ideal duration; calculating an average ratio for all the words wherein the average ratio is an indication of the speed of the delivery of the utterance; and prompting the user as to the speed of delivery of the utterance according to the average ratio.